

CLUB - Lines of Communication

We Are VSA: At VSA we aim to provide our membership with the best possible protocol for dealing with any questions or concerns throughout our Travel, Futures and Rec programs. To run an effective organization it is important that processes are in place to provide consistency in the message that we are providing our membership.

Protocol: Any parent who has a concern or question should follow the protocol below to make the first attempt in solving any potential issue that may arise. Any questions/issues should be directed to VSA staff members

Team Managers: Team managers are responsible for helping with team communication of training, games, and events. They are not responsible for answering any questions regarding the team or individuals on it.

Goal: To create an easy and consistent pathway for our professional staff to address concerns. All issues must go through this process to provide equal and confidential communication to all players and parents without any potential bias at each level.

